

Infant Case Manager Qualifications and Job Description

The role of the Infant Case Manager (Case Manager) is to provide parents with information and assistance in order to help the family access needed medical, social, educational, and other services. Families meeting criteria for ICM will be offered services that focus on referrals, and linkage to community resources and client advocacy.

Qualifications

See Maternity Support Services/Infant Case Management Billing Instructions, page C.1.

Job Description

The Case Manager works independently with parents and infants who are eligible for Infant Case Management. The Case Manager must demonstrate:

- Competency in assessing needs of clients during all visits.
- Knowledge of post pregnancy issues, parental adjustments, infant care, and development.
- Ability to collaborate and network with health care providers, HCA, and other First Steps' agency staff for effective client care coordination.
- Knowledge of medical/social/educational/employment services available in the community.
- Effective oral and written communication skills.
- Understanding and respect cultural differences and diversity.
- A basic understanding of the course of addiction.

Screening - Using HCA Form 13-658 (Infant Case Management Intake), the Case Manager must meet with the parent(s) and infant during an in-person meeting to conduct a brief evaluation to detect the presence of a specific risk factor(s). See Maternity Support Services/Infant Case Management Billing Instructions page C.3 "How Much ICM Does the Infant Get?" for more information on screening for ICM.

Assessment - Collection of information to measure progress toward desired outcomes as identified and documented in the care plan.

Interventions – Based on individualized needs of the family, the Case Manager provides advocacy, linkage and referrals to medical, social, educational and other services.

Care Coordination – For Infant Case Management, care coordination would be limited to collaboration and communication with other service providers to best determine what referrals and linkages to provide to the family.

Documentation – Maintain accurate and complete documentation of all ICM services in a single client record (central file). See Maternity Support Services/Infant Case Management Billing Instructions page C.5 for complete documentation requirements.

Knowledge, Skills and Ability

Infant Case Managers must be able to:

- Assess risk factors and needs.
- Develop an ongoing written care plan with the family which includes identified needs and outcomes.
- Refer and link infant/family with other agencies and programs to meet identified need.
- Implement the care plan to ensure goals are documented and to reflect progress toward meeting those goals.
- Advocate and assist the client to overcome barriers to accessing services.
- Attend training and other workshops and/or seminars to enhance knowledge, skills and abilities.

Resources

- Maternity Support Services/Infant Case Management Billing Instructions.
- HCA First Steps Website - <http://hrsa.dshs.wa.gov/firststeps/>.